

Count	RFP Page	RFP Section	Question	Response	Submitter
1.	65	5.2.5 Letter of Commitment	RFP Section 5.2.5 states "The proposal must include letters of commitment of all key personnel named in the proposal. A letter of commitment must accompany resumes <i>for all phases</i> ." However, RFP Section 5.2.1 states "Resumes, along with letters of commitment from the start-up and implementation staff must be supplied with the proposal." Section 5.2.2 requirement "b" indicates the bidder must have a commitment from key personnel by the beginning of the contract start date, with the exception of certification, operations, and turnover staff. Please clarify that the Department expects only letters of commitment for the start-up and implementation phase key personnel to be submitted with the proposal response.	A letter of commitment for all key personnel is only required to be submitted with bid proposals for the Start-up and Implementation phases. Amendment: The RFP will be amended to incorporate this change.	Noridian
2.	80	6.2.2.3 Permanent Facilities	RFP Section 6.2.2.3 states the Department requires that all staff directly associated with the provision of contract services to the IME during the operations, certification, and turnover phases be located at the IME permanent facility, and that approval for offsite work will be rarely granted by the Department. It is our understanding that EDI services are currently performed offsite. Is it the state's intention under the new contract to have the work performed in the Des Moines permanent facility?	All contract staff and subcontract staff will be located at the IME facility during the Operations, Certification and Turnover phase unless prior approval is requested and granted by the Department. Amendment: The RFP will be amended to incorporate this change.	Noridian
3.	85	6.2.3.7 Project Management Plans	RFP Section 6.2.3.7 (paragraph two) states "The contractor(s) must keep project management plans current and updated within 24 hours at all times throughout the life of the implementation and certification phases of the project." Does this	The Department requires the project management plans to be current. As changes occur, the project management plans shall be updated by the contractor within 3 business days of the occurrence	Noridian

Count	RFP Page	RFP Section	Question	Response	Submitter
			mean 24 hours following Department approval of the plans and any updates to the plans? If so, are these business hours, or should bidders plan to post updates on weekends and holidays?	through the implementation and certification phases of the project and submitted to the Department for review and approval. Amendment: The RFP will be amended to incorporate this change.	
4.	88	6.2.3.7.11 Contractor Responsibilities (of 6.2.3.7 Project Management Plans)	RFP Section 6.2.3.7 includes subsection (6.2.3.7.1 through 6.2.3.7.9), which describe the project management plans. RFP Section 6.2.3.7.11, requirement "i" indicates it is the contractor's responsibility to develop a Data Migration Plan for Implementation. This plan was not described in previous subsections with the other plans. Please provide a description and the expectations of this plan.	The Data Migration Plan for Implementation is not required as this information is included as part of the Conversion Plan which is identified in RFP Section 6.3.1.2 (s). Amendment: The RFP will be amended to incorporate this change.	Noridian
5.	93	6.3 Implementation Phase	RFP Section 6.3 states "The following implementation functions will be performed at the contractor's temporary office in Des Moines, Iowa: 6.3.1 Analysis and Design Activities and 6.3.2 Development Activities". Since a contractor can often conduct some of these types of activities, such as those required under Section 6.3, more efficiently and effectively at its permanent facilities, would the Department consider revising Section 6.3 to permit some of these activities to be performed at contractor facilities other than at the temporary office in Des Moines, Iowa, similar to the language in RFP Section 6.2.2.1 which allows the POS contractor to perform some implementation activities that the Department approves at an offsite location?	The Department will consider work performed at another location other than the contractor's temporary office located in Des Moines, Iowa during the Start-up and Implementation phases such as the contractor's permanent facility. The contractor must request prior approval from the Department. Amendment: The RFP will be amended to incorporate this change.	Noridian

Count	RFP Page	RFP Section	Question	Response	Submitter
6.	103	6.3.1.4 Performance Standard (of 6.3.1 Analysis and Design Activities)	Requirement "c" of RFP Section 6.3.1.4 lists a performance standard of "Must meet a measurement of ninety-nine percent accuracy." Can the Department please clarify what this is a measurement of? What performance attributes should be considered within this calculation?	<p>This performance standard is not applicable. It is the Department's intent to avoid multiple deliverable iterations and the deliverables are complete and accurate within the initial submission.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
7.	336 and 396	9.1 Instructions and Attachment L	Section 9.1 requirement "m" states that electronic proposal files must be submitted as "protected" PDFs, and that they cannot be password protected or saved with restrictions that prevent copying, saving, highlighting, or reprinting of the contents. However, Attachment L requirement 17 asks if all electronic files are in "read-only" PDF format. Please clarify what kind of protection PDFs should contain. If files still need to be able to be copied, saved, highlighted, etc., is it still a "read-only" file? Is it acceptable to submit a password-protected PDF that only limits the ability to edit a file (viewing, copying, saving, highlighting, commenting, and printing are still allowed)?	<p>Electronic proposal files must be in PDF format. The PDFs must not be password protected or saved with restrictions that prevent the Department from copying, saving, highlighting or reprinting of the contents.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
8.	342 and 85	9.2.6 Project Management and 6.2.3.7.2 Project Work Plan for Implementation	RFP sections 9.2.6 and 6.2.3.7.2 both list elements of what should be included in the project work plans. It is our understanding bidders should follow the requirements listed in Section 9.2.6 for proposal submission, and that the work plan requirements listed in Section 6.2.3.7.2 are those items that will be added or revised by the contractor to reflect any change in dates or activities based on contract negotiations. Please	The Department requires bidders to include the work plan requirements identified in RFP Section 9.2.6 with the bid proposal.	Noridian

Count	RFP Page	RFP Section	Question	Response	Submitter
			confirm that the project work plans submitted in the proposal should follow the requirements of RFP Section 9.2.6.		
9.	342	9.2.6 Project Management	RFP Section 9.2.6 (paragraph four) states that the work plan should allow for a period of 15 business days for the Department approval of each submission or re-submission of a deliverable. However, in requirement "e" of this section, it states a "minimum of 10 business days for the Department to review". (RFP Section 6.2.3.8 Contract Deliverable Procedures also references a 10 day review, with the exception of design deliverables where there must be 15 business days.) In addition, Section 6.2.3.8 also states the Department must review and approve the format of all deliverables prior to the contractor starting work on the deliverable. Can the Department please clarify: 1) the timeframe for the review and approval of the deliverable format, 2) the timeframe for the review and approval of the original deliverable submission (draft), and 3) the timeframe for the review and approval of the final (assuming changes to the deliverable were needed)?	The timeframe for all initial deliverables must be submitted to the Department within 10 business days. The Department will have 10 business days to review and approve the original deliverables. If iterations are necessary, the Department requires the contractor to provide the revised deliverables within 5 business days and the Department will have 5 business days to review and approve the deliverables. Amendment: The RFP will be amended to incorporate this change.	Noridian
10.	343	9.2.6 Project Management	RFP Section 9.2.6 indicates the project work plan should include a network diagram/PERT chart (9.2.6.b and 6.2.3.7.2.h) and a Gantt chart (9.2.6.c and 6.2.3.7.2.g). Is it acceptable for bidders to include the electronic version of the Microsoft Project (or acceptable alternative) file on the proposal CD where evaluators can select the views they want to see rather than	The Department requires the bidder to include the project work plan, network diagram/PERT and Gantt chart with the technical proposals in hard copy and electronic format (CD-ROM or DVD).	Noridian

Count	RFP Page	RFP Section	Question	Response	Submitter
			bidders printing hundreds of pages of hard copy prints of those charts to include in the technical proposal?		
11.	368 and 383	Attachment B and J-2	Both Attachment B and J-2 of the RFP are titled Bid Proposal Certification. The forms appear to be nearly identical. Do bidders need to be complete, sign, and submit both forms with the technical proposal response?	Attachment B and J-2 are duplicates. The bidder must complete and submit Attachment B only. Amendment: The RFP will be amended to incorporate this change.	Noridian
12.	387	Attachment J-4 Primary Bidder Detail Form and Certification	Instructions on RFP Attachment J-4 state to submit the completed form behind Tab 3 of the proposal. However, instructions in RFP Section 9.2.3 do not indicate to include the attachment. RFP Section 9.2.5.5 indicates signed copies of attachment B through J should be included in Tab 5. Please clarify where Attachment J-4 should be submitted in the proposal response.	Submission of all of the attachments included in B through J must be included in Tab 5. Amendment: The RFP will be amended to incorporate this change.	Noridian
13.	390	Attachment J-5: Subcontractor Disclosure Form	Instructions on RFP Attachment J-5 state to submit the completed form behind Tab 3 of the proposal. However, instructions in RFP Section 9.2.3 do not indicate to include the attachment. RFP Section 9.2.5.5 indicates signed copies of attachments B through J should be included in Tab 5. Please clarify where Attachment J-5 should be submitted in the proposal response.	Please refer to the response to question 12. Amendment: The RFP will be amended to incorporate this change.	Noridian
14.	406	Pricing Schedule N-4 MMIS Operational Services and Contract	Schedule N-4 displays Year 1 through Year 5, but the sample contract indicates the base contract is Jan 2012 through July 31, 2018; 31 months for DDI and Operations beginning Aug 2014, which means 4 years. (Section 6 Term of Contract - page 6). Please clarify the number of years for	The Pricing Schedule N-4, MMIS Operational Services is correct. The Operations phase is for five years. Amendment: The Contract will be amended to incorporate this change.	Noridian

Count	RFP Page	RFP Section	Question	Response	Submitter
			Operations. Aug 2014 - July 2015 Aug 2015 - July 2016 Aug 2016 - July 2017 Aug 2017 - July 2018		
15.	2.1 – Proposal Timetable, Page 7		<p>During our comprehensive review of your requirements, we have mapped our solution accordingly to determine our competitive position. We have determined that the scope of work for the Iowa Medicaid Enterprise System Services RFP is, as expected, comprehensive and complex and aligned with our approach. Additionally the RFP states “Any ambiguity concerning the RFP, as well as the contract language in Attachment O must be addressed through the question and answer process, as bidders are prohibited from including assumptions in their bid proposals. “</p> <p>Due to the comprehensive nature of the RFP and the need to address all potential assumptions through the question and answer process, we respectfully ask that:</p> <ul style="list-style-type: none"> The Department consider a two-week extension on the due date for the questions, The Department consider allowing additional clarification questions once answers are provided by the Department on an ongoing basis up to the end of the period for question and responses. 	<p>The Department has extended the due date for bidder questions to July 13, 2011.</p> <p>Bidders can continue to pose questions related to the Department responses as well as submit additional questions from June 29, 2011 through July 13, 2011.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Accenture
16.	2.1 – Proposal Timetable,		We would ask the Department to consider an additional two weeks to submit proposals so that all items in need of additional clarification can be	The Department has extended the bid proposal submissions to September 16, 2011 at 3:00 p.m. Central Time.	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
	Page 7		addressed and final answers applied to the proposal. Would the department consider an amendment to the RFP extending the proposal submission date to September 16, 2011?	Amendment: The RFP will be amended to incorporate this change.	